

WHAT IS CLAIMED IS:

1. A method of tracking and assigning personnel in real-time via a wireless communication network, said method comprising:

a) receiving a request, via said wireless communication network to perform a task;

b) searching a database to identify personnel to perform the task;

c) verifying the availability of identified personnel;

d) assigning available personnel to perform the task identified in step (a);

e) communicating assignment of personnel via said wireless communication network; and

f) updating the database to reflect the assignment.

2. The method of claim 1, wherein said wireless communication network is a packet switching network.

3. The method of claim 2, further comprises:

transmitting information routed through said packet switching network to an interface device; and

transmitting information from said interface device to an antenna assembly for retransmission to a plurality of field personnel.

4. The method of claim 3, wherein each field person is capable of receiving application data stored in the database system.

5. The method of claim 1, wherein said interface device is a wireless access point.

6. A method of wireless workforce mobilization in real-time and via a wireless communications network, said method comprising:

a) receiving a request from a customer to perform a task;

b) determining job-staffing requirements to perform the task;

c) determining if there is an emergency to perform the task; and

d) assigning resources locally to perform the task in the event of an emergency.

7. The method of claim 6, further comprising:

e) communicating resource assignment to a mobile resource manager to update resource database;

f) communicating task requirements and opening a job listing in the event of a non-emergency to perform the task;

g) notifying the resource manager about the job listing, the resource manager identifying and assigning personnel to fulfill the task;

h) communicating the assignment as in step(g) to the service manager and one or more field engineers;

i) receiving confirmation from the service manager regarding the assignment as in step(g);

j) receiving job progress information from said one or more field engineers; and

k) updating the database to reflect job progress as in step (j).

8. A wireless communication system for tracking and assigning personnel in real-time, said system comprising:

at least one server communicatively coupled to a corporate intranet, said server comprising a database system having personnel information;

a plurality of distributed and mobile users, at least one or more of said mobile users communicatively coupled to said database system, each mobile user further capable of communicating with at least another mobile user; and

at least one or more of said mobile users capable of selectively modifying records of said database system to reflect personnel assignments.

9. The apparatus of claim 8, wherein said database system further comprises application data accessible by one or more of said mobile users.

10. The apparatus of claim 8, wherein said wireless communication system further comprises a wireless access point (WAP) device for routing information between each of said mobile users and the database system.

11. The apparatus of claim 8, wherein said corporate Intranet includes a local area network (LAN), said LAN further comprising:

a wireless network; and

a router.

12. The apparatus of 11, wherein said wireless network is linked to an antenna via an Internet protocol (IP) data interface device.

13. The apparatus of 10, wherein said WAP further comprises:

a voice over IP (VOIP) gateway; and

an Ethernet interface coupled to said VOIP gateway and said IP data interface.

14. The apparatus of claim 10, wherein said WAP is capable of operating on DC power.

15. A wireless communication network system for tracking and assigning personnel in real-time, said system comprising:

one or more servers, at least one server comprising a database system;

a plurality of mobile users communicatively coupled to each other via said communication network; and

one or more of said plurality of mobile users communicatively coupled to said at least one server system to selectively retrieve and modify records of said database system to reflect personnel assignments.